

TRAINING & CONSULTANCY SERVICES TOWARDS ISO CERTIFICATION

9001:2015

QUALITY MANAGEMENT SYSTEMS

PROCUREMENT REFERENCE NO: ZIMRA NCB19-2024

STANDARD BIDDING DOCUMENT

FOR

CONSULTANCY AND TRAINING SERVICES

FOR

THE IMPLEMENTATION & CERTIFICATION OF ISO 9001:2015

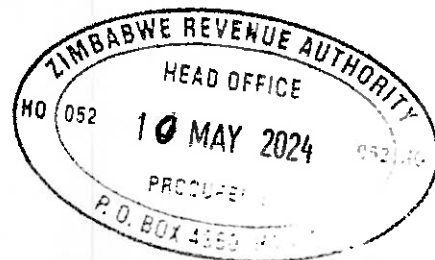
QUALITY MANAGEMENT SYSTEMS



ZIMRA
Zimbabwe Revenue Authority

DOMESTIC TENDER

ZIMRA NCB19/2024



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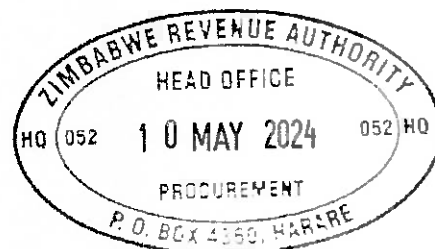
PROCUREMENT REFERENCE NO: ZIMRA NCB19-2024

**PROCUREMENT REFERENCE NUMBER: DOMESTIC TENDER ZIMRA
NCB19/2024**

PROCURING ENTITY: ZIMBABWE REVENUE AUTHORITY

DATE OF ISSUE: 10 May 2024

CLOSING DATE: 21 MAY 2024



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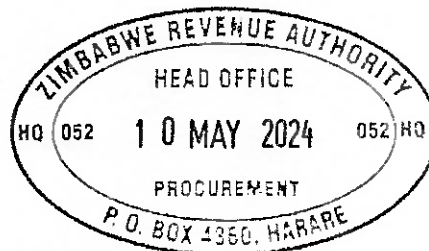
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PART 1: BIDDING PROCEDURES

References:

References to the Act are to the Public Procurement and Disposal of Public Assets Act [Chapter 22:23] and references to the Regulations are to the Public Procurement and Disposal of Public Assets (General) Regulations (Statutory Instrument No. 5 of 2018). The terms and requirements in the Act and Regulations govern the submission of Bids and should be read by all Bidders.

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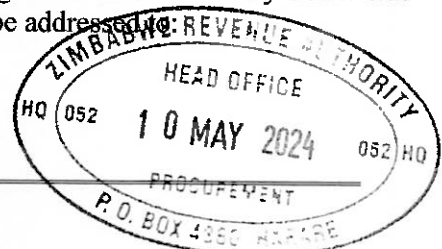
Preparation of Bids

You are requested to submit a bid document for the *Training and Consultancy Services towards ISO Certification 9001:2015 – Quality Management System* as specified in the Statement of Requirements below, by completing and returning the following documentation:

1. The Bid Submission Sheet in this Part;
2. The Statement of Requirements in Part 2;
3. A copy of every document necessary to demonstrate eligibility in terms of section 28 (1) of the Regulations;
4. Proof of supplier registration with the Procurement Regulatory Authority of Zimbabwe (PRAZ) in the category of Insurance
5. Endorse PRAZ Registration Number and Verification Code Number on Cover page of the Original and Copy bid documents.
6. A copy of CR 5, CR6 and a Certificate of Incorporation or equivalent documents
7. A valid Tax Clearance Certificate (ITF 263)
8. A copy of your company profile
9. At least three (3) signed reference letters on company letter heads from whom you have rendered such a service excluding Zimbabwe Revenue Authority (ZIMRA).
10. The standard forms in this document may be retyped for completion but the Bidder is responsible for their accurate reproduction. All pages of the Bid must be clearly marked with the Procurement Reference Number above and the Bidder's name and any reference number.
11. **Number of bids allowed**
12. No Bidder may submit more than one bid, either individually or as a joint venture partner in another Bid, except as a subcontractor. Where the procurement is divided into lots and packages, only one Bid can be submitted. A conflict of interest will be deemed to arise if bids are received from more than one Bidder owned, directly or indirectly, by the same person.

Clarification

Clarification of the bidding document may be requested in writing on or before 15 May 2024. The responses will be given on or before 17 May 2024. Queries should be addressed to:



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Director Procurement

Zimbabwe Revenue Authority (ZIMRA)
10th Floor, ZB Centre
Cnr Kwame Nkrumah / First Street
Harare, Zimbabwe.

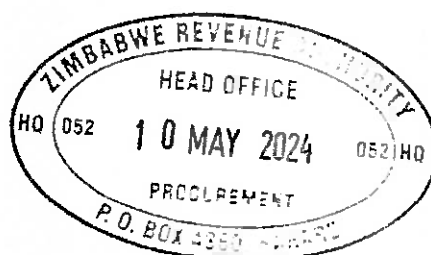
Evaluation criteria

1. Eligibility and Qualification Criteria

Evaluation Parameter	Compliant /Non - Compliant
Suppliers/Service providers must be registered with the Procurement Regulatory Authority of Zimbabwe (PRAZ) for this particular Category Training & Consultancy and proof of registration must be submitted with the bid.	
A valid Tax Clearance Certificate (ITF 263)	
A valid NSSA Certificate	
A copy of CR 5, CR6 and a Certificate of Incorporation or equivalent documents	

2. Administrative compliance

Evaluation Parameter	Compliant /Non - Compliant
Bid validity of 90 days	
The Bid Submission Sheet in this Part; signed (pg. 9)	
Bid Securing Declaration (pg. 15)	
The Statement of Requirements in Part 2 (pg. 11)	
Bidders to state Payment Terms	
A copy of your company profile	
At least three (3) reference letters showing experiences in Training & Consultancy Services of Standard Association of Zimbabwe (SAZ) ISO 9001: 2015 Quality Management System (QMS): Category SM001	

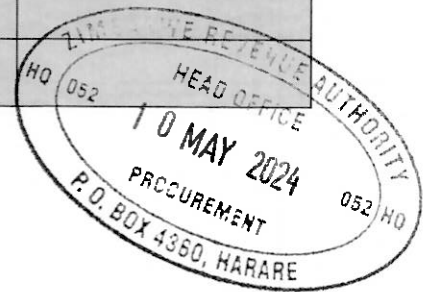


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3. Technical Compliance

Evaluation Parameter	Compliant /Non - Compliant
Issue a revised and updated procedures for ZIMRA	
Assist in implementation of the revised and reorganised policies	
Monitor and assist the implementation process in:	
↓ Internal Audits	
↓ Internal Audits follow ups	
↓ Management Reviews	
Issue written reports on the activities carried out within two (2) weeks from date of completion of the activity.	



NOTE: your page 1 (One) should have the following information:

1. Name of bidder (your organisation)
2. Number of copies submitted
3. Tender Price
4. Reference-point person from your organisation with his/her Direct Line, Cell and e-mail address.

Or via Email to procurement@zimra.co.zw

Such queries should be submitted within 5 days from the date of publication/receipt and responses to questions / queries will be made in writing at least 3 days before tender closing.

Pre-bid meeting

There is no pre-bid meeting for this tender, however, ZIMRA may request an on-line meeting through MS Teams hence send us your contact person.

Validity of Bids

The minimum period for which the Bidder's bid must remain valid is **90 days** from the deadline for the submission of bids.

Submission of Bids

Bids should be submitted through PRAZ Portal

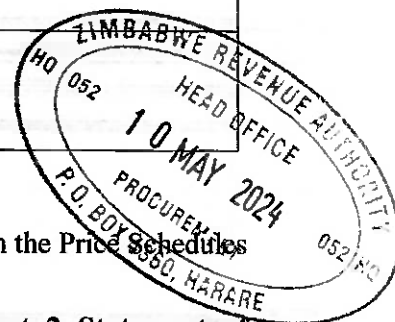
Late bids will be rejected. The Procuring Entity reserves the right to extend the bid submission deadline but will notify all potential bidders who have collected the bidding documents of the amended bid submission deadline.

Date of deadline:	21 May 2024	Deadline Time:	1000Hours CAT
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Submission address:	PRAZ Portal
Means of acceptance:	PRAZ Portal



Bid Prices and Discounts

The prices and discounts quoted by the Bidder in the Bid Submission Form and in the Price Schedules must conform to the requirements specified below.

Prices must be quoted as specified in the **Price Schedule included in Part 2 Statement of Requirements**. In quoting prices, the Bidder is free to use transportation through carriers registered in any eligible country and similarly may obtain insurance services from any eligible country. Prices quoted must include the following costs and components:

- (a) For Goods
 - (i) the price of the Goods and the cost of delivery to the final destination, including the relevant INCOTERM, as stated in the Delivery Schedule;
 - (ii) the custom duties to be paid on the Goods on entry in Zimbabwe, if not already included;
 - (iii) Any other applicable import taxes;
 - (iv) any VAT and other taxes due within Zimbabwe which will be payable on the Goods, if not already included;
 - (v) any rebate or mark-up of the local agent or representative.
- (b) for Related Services, (other than inland transportation and other services required to convey the Goods to their final destination), whenever such Related Services are specified in the Schedule of Requirements – the price of each item comprising the Related Services (inclusive of any applicable taxes).

Evaluation of Bids

Bids will be evaluated using the following methodology:

1. Preliminary examination to confirm that all documents required have been provided, to confirm the eligibility of Bidders in terms of section 28 (1) of the Regulations and to confirm that the Bid is administratively compliant in terms of section 28 (2) of the Regulations.
2. Technical evaluation to determine substantial responsiveness to the specifications in the Statement of Requirements;
3. Financial evaluation and comparison to determine the evaluated price of bids and to determine the lowest evaluated bid.

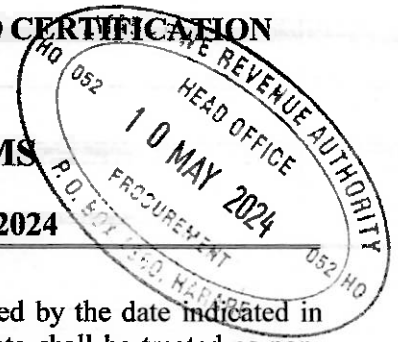
****BIDS FAILING ANY STAGE WILL NOT BE CONSIDERED IN SUBSEQUENT STAGES.***

Evaluation criteria

The Procuring Entity’s evaluation of a Bid will take into account, in addition to the Bid Price, the following criteria and methodologies.

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- (a) **Delivery schedule:** The specified Goods are required to be delivered by the date indicated in the Delivery Schedule in Part 2. Bids offering delivery after the date shall be treated as non-responsive.
- (b) **Deviation in payment schedule:** The payment schedule is stated in the Special Conditions of Contract (SCC) in Part 3. A Bidder may propose a deviation from the schedule and if the deviation is considered acceptable to the Procuring Entity, the Bid will be evaluated by calculating interest earned for any earlier payments involved in the terms outlined in the Bid as compared with those stipulated in the SCC, at the rate of interest indicated by the Reserve Bank of Zimbabwe on the closing date for submission of bids.

Eligibility and qualification requirements

Bidders are required to meet the criteria in section 28 of the Act and section 28 (1) of the Regulations to be eligible to participate in public procurement and to be qualified for the proposed Contract.

1. have the legal capacity to enter into a contract;
2. not be insolvent, in receivership, bankrupt or being wound up, not have had business activities suspended and not be the subject of legal proceedings for any of these circumstances;
3. not have a conflict of interest in relation to this procurement requirement;
4. have the nationality of an eligible country as specified in the Special Conditions of Contract; and
5. In addition to these eligibility requirements, Bidders must demonstrate that they have the qualifications, resources and experience to perform the contract to satisfactory standards, as indicated in the Statement of Requirements.
6. have the nationality of an eligible country as specified in the Special Conditions of Contract; and
7. Have been registered with the Authority as a Supplier and have paid the applicable Supplier Registration Fee set out in Part III of the Fifth Schedule to the Regulations.

Participation in this bidding procedure is open to Zimbabwean bidders

Origin of Goods

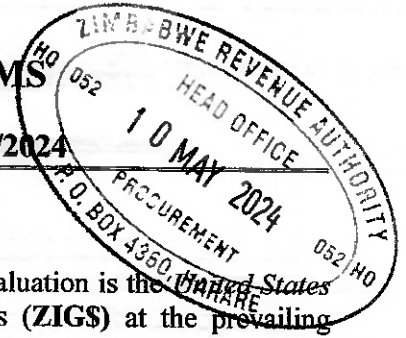
All goods and related services must have as their country of origin an eligible country, as specified in the Special Conditions of Contract.

Technical Criteria

The Technical Specifications Sheet details the minimum specification of the goods required. The goods offered must meet this specification, but no credit will be given for exceeding the specification. No alternatives to technical specifications given shall be accepted for evaluation.

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Currency

Bids should be priced in United States Dollars (US\$). The currency of evaluation is the United States Dollars and the currency of payment will be the Zimbabwean Dollars (ZIG\$) at the prevailing Interbank rate.

Award of Contract

The lowest evaluated bid, after application of any additional evaluation criteria, including any margin of preference, which is substantially responsive to the requirements of this bidding document will be recommended for award of contract. The proposed award of contract will be by issue of a Notification of Contract Award in terms of section 55 of the Act which will be effective until signature of the contract documents in accordance with Part 3: Contract. Unsuccessful Bidders will receive the Notification of Contract Award and, if they consider they have suffered prejudice from the process, they may within 14 days of receiving this Notification, submit to the Procuring Entity a Challenge in terms of section 73 of the Act, subject to payment of the applicable fee set out in section 44 of and the Third Schedule to the Regulations.

Right to Reject

The Procuring Entity reserves the right to accept or reject any Bids or to cancel the procurement process and reject all Bids at any time prior to contract award.

Corrupt Practices

The Government of Zimbabwe requires that Procuring Entities, as well as Bidders and Contractors, observe the highest standard of ethics during the procurement and execution of contracts. In pursuit of this policy:

1. the Procuring Entity will reject a recommendation for award if it determines that the Bidder recommended for award has, directly or through an agent, engaged in corrupt, fraudulent, collusive or coercive practices in competing for the Contract or been declared ineligible to be awarded a procurement contract under section 99 of the Act;
2. the Authority may under section 72 (6) of the Act impose the sanctions under section 74 (1) of the Regulations; and
3. Any conflict of interest on the part of the Bidder must be declared.

Bid opening

Bidders and their representatives used to witness the opening of bids, which will take place at the submission address immediately following the deadline, however, due to COVID19 it is no longer possible.

Withdrawal, amendment or modification of Bids

A Bidder may withdraw, substitute, or modify its Bid after it has been submitted by sending a written notice, duly signed by an authorized representative. However, no Bid may be withdrawn, substituted, or modified in the interval between the deadline for submission of Bids and the expiration of the period of Bid validity specified by the Bidder or any extension of that period.

Delivery Requirements

The delivery period required (from the date of contract signing) and the final destination for delivery are as indicated in the Delivery Schedule in Part 2

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Bid Submission Sheet

{Note to Bidders: Complete this form with all the requested details and submit it. Attach the completed Statement of Requirements and any other documents requested in Part 1. Ensure that your Bid is authorised in the signature block below. A signature and authorisation on this form will confirm that the terms and conditions of this Bid prevail over any attachments. If your Bid is not authorised, it may be rejected. If the Bidder is a Joint Venture (JV), the Bid must be signed by an authorized representative of the JV on behalf of the JV, and so as to be legally binding on all the members as evidenced by a power of attorney signed by their legally authorized representatives.

Bidders must mark as "CONFIDENTIAL" information in their Bids which is confidential to their business. This may include proprietary information, trade secrets or commercial or financially sensitive information}.

Procurement Reference Number:

Subject of Procurement:

Name of Bidder:

Bidder's Reference Number:

Date of Bid:



We offer to supply the items listed in the attached Statement of Requirements, at the prices indicated on the attached Price Schedule and in accordance with the terms and conditions stated in your Bidding Document referenced above.

We confirm that we meet the eligibility criteria specified in Part 1: Procedures of Bidding.

We declare that we are not debarred from bidding and that the documents we submit are true and correct.

The validity period of our bid is: {Days} from the date of submission.

We confirm that the prices quoted in the attached Price Schedule are fixed and firm for the duration of the validity period and will not be subject to revision, variation or adjustment.

Bid Authorised by:

Signature	Name:
Position:	Date:(DD/MM/YY)
Authorised for and on behalf of:	
Company	
Address:	
.....	

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PART 3 CONTRACT

PART 2: STATEMENT OF REQUIREMENTS

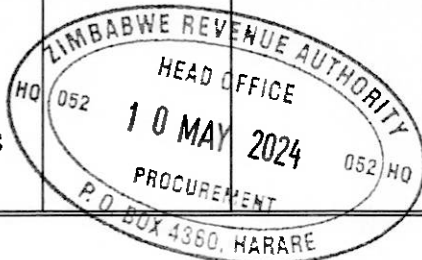
Name of Bidder:

Bidder's Reference Number:

List of Goods and Price Schedule

Currency of Bid: US\$..... ZIG.....

ITEM NO.	Description of Goods/Service	Sum Insured in ZIG	Sum Insured (USD) Exch. Rate of ...dated...	Total Price Inclusive of Taxes	Total Price Inclusive Taxes (USD)
1	ASSISTANCE WITH QMS IMPLEMENTATION AND PROGRESS REVIEW AND ENSURING COMPLIANCE WITH SAZ'S ISO 9001: 2015 QMS			[to be provided by the Bidder]	[to be provided by the Bidder]
2	CARRYING OUT QMS INTERNAL AUDITS				
3	ASSISTANCE IN IDENTIFYING CORRECTIVE ACTION AND CARRYING OUT FOLLOW UP AUDITS				
4	ASSISTING THE LEADERSHIP TEAM IN CONDUCTING MANAGEMENT REVIEWS				



Note 1: The bid should be priced in both ZIG/United States Dollars (US\$).

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Note 2: Price to include any additional costs as below:

1. Transport
2. Accommodation and other related expenses

Delivery Schedule

Name of Bidder:

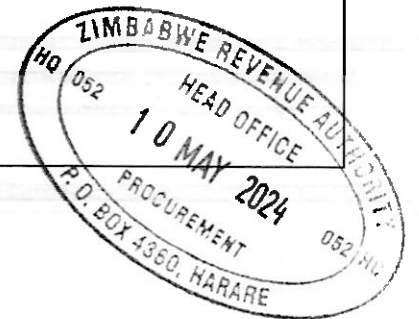
Bidder's Reference Number:

{Note to Bidders: If the delivery period offered, or any other details, differ from the requirements below, this should be stated in your tender}.

Expected delivery period

The delivery period required is measured from the date of the signing of the Contract between the Procuring Entity and the Bidder.

a) The site for delivery of the goods/service or the system is: or b) The one mentioned in contract	Zimbabwe Revenue Authority Head Office ZB Centre Cnr First Street & Kwame Nkrumah Harare
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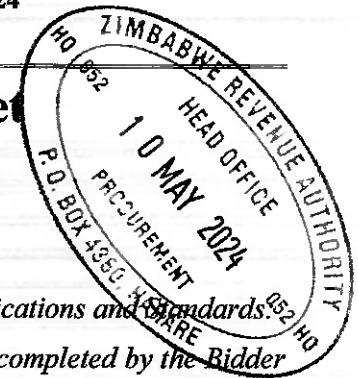
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PART 3 CONTRACT

Technical Specification and Compliance Sheet

Name of Bidder:

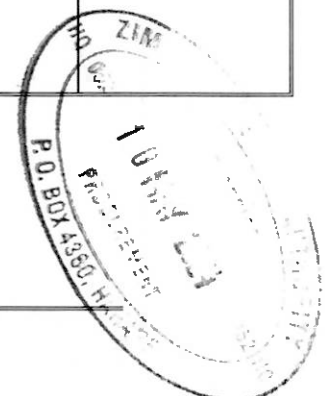
Bidder's Reference Number:



The Goods and Related Services must comply with following Technical Specifications and Standards.

[Columns a and b are completed by the Procuring Entity. Column c must be completed by the Bidder to indicate the full specification of the items offered and their compliance with the specification required (in Column b)]

	a	B	c
Item No	Item description and full technical Specification required (including applicable standards)	Item description and full technical Specification required (including applicable standards)	{Confirm full specification of items offered and compliance of items to detail in column b}
1.	ASSISTANCE WITH QMS IMPLEMENTATION AND PROGRESS REVIEW AND ENSURING COMPLIANCE WITH SAZ'S ISO 9001: 2015 QMS	ASSISTANCE WITH QMS IMPLEMENTATION AND PROGRESS REVIEW AND ENSURING COMPLIANCE WITH SAZ'S ISO 9001: 2015 QMS	
2	CARRYING OUT QMS INTERNAL AUDITS	CARRYING OUT QMS INTERNAL AUDITS	
3	ASSISTANCE IN IDENTIFYING CORRECTIVE ACTION AND CARRYING OUT FOLLOW UP AUDITS	ASSISTANCE IN IDENTIFYING CORRECTIVE ACTION AND CARRYING OUT FOLLOW UP AUDITS	
4	ASSISTING THE LEADERSHIP TEAM IN CONDUCTING MANAGEMENT REVIEWS	ASSISTING THE LEADERSHIP TEAM IN CONDUCTING MANAGEMENT REVIEWS	



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The detailed technical evaluation will examine the technical specification of the items offered in column c and determine whether this meets the minimum specification in column b. Bidders must complete column c. **Bidders are required to include technical literature to positively support the details provided in column b.**

Declaration by the Accounting Officer

I declare that the procurement is based on neutral and fair technical requirements and bidder qualifications.

[Handwritten Signature]

21/5/2024



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PART 3 CONTRACT

Bid-Securing Declaration

{The Bidder must fill in this Form in accordance with the instructions indicated, where it has been stated in the Bidding Procedures that a Bid-Securing Declaration is a requirement of bidding}.

Procurement Reference number:

Date:[date (in day, month and year format)]

Bidder's Reference Number:

To: {full name of Procuring Entity}

We, the undersigned, declare that:

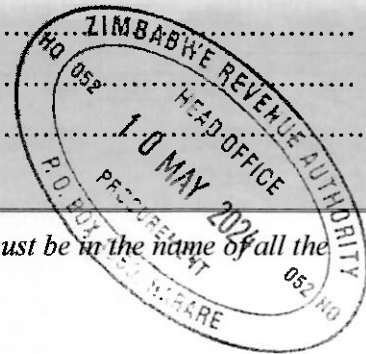
We understand that, according to the terms and conditions of your bidding documents, bids must be supported by a Bid-Securing Declaration.

We accept that we may be debarred from bidding for any contract with a Procuring Entity in Zimbabwe for a period of time to be determined by the Authority, if we are in breach of our obligation(s) under the bidding conditions, because:

- (a) We have withdrawn our Bid during the period of Bid validity; or
(b) Having been notified of the acceptance of our Bid by the Procuring Entity during the period of bid validity, we fail or refuse to execute the Contract.

We understand this Bid Securing Declaration will expire if we are not the successful Bidder, either when we receive your notification to us of the name of the successful Bidder, or twenty-eight days after the expiration of our Bid, whichever is the earlier.

Signed Name:
In capacity of: Date:
Duly authorised for and on behalf of:
Company
Address:
Corporate Seal (where appropriate)



{Note: In case of a Joint Venture, the Bid Securing Declaration must be in the name of all the partners to the Joint Venture that submits the Bid.}

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PART 3 CONTRACT

PART 3 CONTRACT

Contract Agreement

Procurement Reference: ZIMRA NCB 19/2023

THIS CONTRACT AGREEMENT is made on the [insert: date] day of [insert: month], [insert: year].

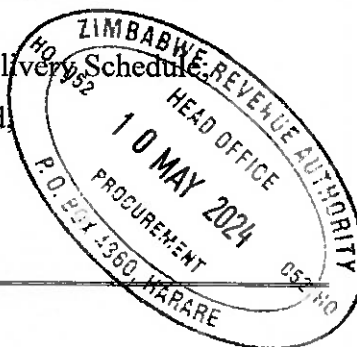
BETWEEN

- (1) [insert complete name of Procuring Entity], a [insert description of type of legal entity, for example, an agency of the Ministry of of the Government of Zimbabwe, or corporation incorporated under the laws of Zimbabwe] and having its principal place of business at [insert full postal address of Procuring Entity] (hereinafter called “the Procuring Entity”), and
- (2) [insert name of Contractor], a corporation incorporated under the laws of [insert: country of Contractor] and having its principal place of business at [insert full postal address of Contractor] (hereinafter called “the Contractor”).

WHEREAS the Procuring Entity invited Bids for certain Goods and ancillary services, viz., [insert brief description of Goods and Services] and has accepted a Bid by the Contractor for the supply of those Goods and Services in the sum of [insert Contract Price in words and figures, expressed in the Contract currency] (hereinafter called “the Contract Price”).

NOW THIS AGREEMENT WITNESSETH AS FOLLOWS:

1. In this Agreement words and expressions shall have the same meanings as are assigned to them in the General and Special Conditions of Contract referred to below.
2. The following documents shall constitute the Contract between the Procuring Entity and the Contractor, and each shall be read and construed as an integral part of the Contract:
 - (a) This Contract Agreement;
 - (b) Special Conditions of Contract;
 - (c) General Conditions of Contract;
 - (d) Technical Requirements (including Schedule of Requirements and Technical Specifications);
 - (e) The Contractor’s Bid, original Price Schedules and Delivery Schedule;
 - (f) The Procuring Entity’s Notification of Contract Award.



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PART 3 CONTRACT

- 3. This Contract Agreement shall prevail over all other Contract Documents. In the event of any discrepancy or inconsistency within the Contract Documents, then the documents shall prevail in the order listed above.
- 4. In consideration of the payments to be made by the Procuring Entity to the Contractor as mentioned below, the Contractor hereby agrees with the Procuring Entity to provide the Goods and Services and to remedy any defects in them in conformity with the Contract.
- 5. The Procuring Entity hereby agrees to pay the Contractor in consideration of the provision of the Goods and Services and the remedying of any defects in them, the Contract Price or such other sum as may become payable under the Contract at the times and in the manner prescribed by the Contract.

IN WITNESS whereof the parties hereto have caused this Agreement to be executed in accordance with the laws of Zimbabwe on the day, month and year indicated above.

For and on behalf of the Procuring Entity

Signed:

Name:

In the capacity of: *[Title or other appropriate designation]*

For and on behalf of the Contractor

Signed:

Name:

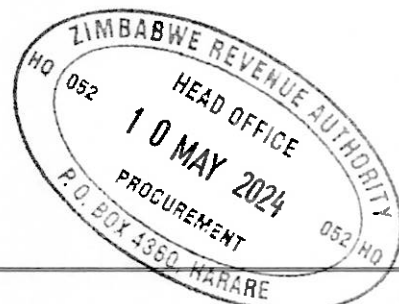
In the capacity of: *[Title or other appropriate designation]*

General Conditions of Contract

Any resulting contract is subject to the Zimbabwe General Conditions of Contract (GCC) for the Procurement of Goods (copy available on request) except where modified by the Special Conditions below.

Special Conditions of Contract

Procurement Reference Number... NCB 19/2024



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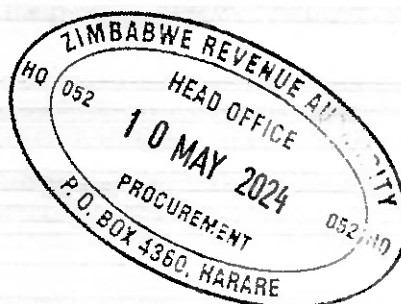
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PART 3 CONTRACT

The clause numbers given in the first column correspond with the relevant clause number of the General Conditions of Contract.

GCC reference	Special Conditions
GCC 7.5	Eligible Countries: Zimbabwe,
GCC 8.1	Notices: Any notice shall be sent to the following addresses: For the Procuring Entity, the address shall be as given in the Contract document and the contact shall be, ZB Centre, 10th Floor and Corner Kwame Nkrumah Avenue/First Street, Harare, Zimbabwe. For the Contractor, the address shall be as given in the Bid and the contact shall be <i>{state name of contact}</i>
GCC 19.1	Liquidated Damages: Liquidated Damages in terms of section 88 of the Act shall apply. In the case of delays in the delivery of goods, the Contractor will be liable to pay damages of 0.5% of contract price per week of delay up to a maximum of 10% of contract value. If 10% is exceeded, the contract may be cancelled NB. The contractor will not be charged liquidated damages when the delay in delivery or performance is beyond the contractor's control and is not caused by fault or negligence on the part of the contractor.



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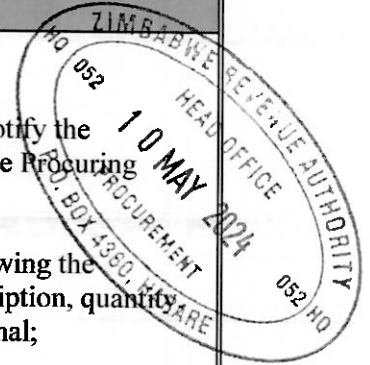
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PART 3 CONTRACT

GCC reference	Special Conditions
	<p>Sample provision - For Goods/Service from within Zimbabwe</p> <p>Upon or before delivery of the Goods/Service, the Contractor shall notify the Procuring Entity in writing and deliver the following documents to the Procuring Entity:</p> <ul style="list-style-type: none">(i) One original and two copies of the Contractor's invoice, showing the Procuring Entity, the Contract number, Service/Goods' description, quantity, unit price, and total amount. Invoices must be signed in original;(ii) One copy of delivery note, document showing Procuring Entity as the consignee and delivery through to final destination as stated in the Contract;(v) one original of the manufacturer's or Contractor's Warranty certificate covering all items supplied; <p>The above documents shall be received by the Procuring Entity before arrival of the Goods and, if not received, the Contractor will be responsible for any consequent expenses.</p>



TRAINING & CONSULTANCY SERVICES TOWARDS ISO CERTIFICATION

9001:2015

QUALITY MANAGEMENT SYSTEMS

PROCUREMENT REFERENCE NO: ZIMRA NCB19-2024

PART 3 CONTRACT

GCC reference	Special Conditions
GCC 25.6	Failure to remedy a defect: The period allowed to the Contractor to remedy a defect during the period of the Warranty shall be (30) days
GCC 29.1	Price adjustments: No Price adjustments are required
GCC 30.1	Terms of Payment: Shall be stated by the bidder, however, if terms are not specified, service provider shall accept ZIMRA's terms where payment is done thirty (30) days after delivery period.

